

# **MEMORANDUM OF UNDERSTANDING**

**BETWEEN**

**WASHINGTON STATE MILITARY DEPARTMENT**

**WASHINGTON STATE DEPARTMENT OF VETERANS AFFAIRS**

**WASHINGTON STATE EMPLOYMENT SECURITY DEPARTMENT**

**U.S. DEPARTMENT OF VETERANS AFFAIRS, BENEFITS ADMINISTRATION**

**U.S. DEPARTMENT OF VETERANS AFFAIRS, HEALTH ADMINISTRATION**

**U.S. DEPARTMENT OF LABOR**

**ASSOCIATION OF WASHINGTON BUSINESS**

**GOVERNOR'S VETERANS AFFAIRS ADVISORY COMMITTEE**

The purpose of this Memorandum of Understanding (MOU) is to define the mutually agreed upon requirements, expectations and obligations of the Washington State Military Department, the Washington State Department of Veterans Affairs (WDVA), Washington State Employment Security Department, U. S. Department of Veterans Affairs, U.S. Department of Labor, and other state veterans' service providers, including the Governor's Veterans Affairs Advisory Committee (VAAC). Additionally, this MOU will define the partnership with the Veterans Health Administration (VHA) and the Veterans Benefits Administration (VBA). This agreement will augment the ongoing, comprehensive effort to ensure military service members and their families are honored for their valuable and honorable service to our country. It is recognized that the Department of Defense and the U.S. Department of Veterans Affairs are providing world-class transition service upon return from Operation Enduring Freedom, Operation Iraqi Freedom, Noble Eagle, and other mobilizations in support of the Global War on Terror to deal with the multitude of medical and mental conditions associated with war. This agreement will focus primarily on "after active-duty" and deal with problems and issues military members often face several months or years following military service.

## **COMMANDER'S INTENT – MAJOR GENERAL TIMOTHY J. LOWENBERG**

I want each Commander to conduct a Family Activity Day within three to six months after returning from Operation Enduring Freedom, Operation Iraqi Freedom, and Noble Eagle as part of their normal drill schedule. The Family Activity Day provides service members and their families personalized customer service in understanding and filing for Veteran's benefits and entitlements. Commanders will request and coordinate through their chain-of-command to the J1, Joint Forces Headquarters (JFHQ), for scheduling. The J1, JFHQ will coordinate with WDVA for consolidating planning and execution of each request.

Commanders will incorporate Veteran teams into a Family Activity Day as defined below within three to six months after redeployment.

## **FAMILY ACTIVITY DAY**

As Washington National Guard units begin returning from deployments, we recognize that these personnel – our fellow Washington citizens – are now *veterans* in the truest sense of the word. They, and their families, will benefit from the collective assistance this MOU establishes.

The Washington State Military Department, Washington State Department of Veterans Affairs, Washington State Employment Security Department, U.S. Department of Veterans Affairs, U.S. Department of Labor, and other partners are joining together to do two things:

- 1) Help honor these military service members and their families for their valuable and honorable service to our Country; and
- 2) Help them deal with the multitude of medical and mental conditions associated with their wartime service.

Throughout Washington State, Veteran Service Organizations and each of the agencies identified in this MOU will play an integral role as partners in this effort.

Teams (described below) will be dispatched to Unit armories or facilities during Family Activity Days to provide information on Veterans Benefits, assistance with VA claims, and assistance with other matters. Teams will consist of the following:

- 1) 3 representatives from the U.S. Department of Veterans Affairs: 2 each Veteran's Benefits Administration and 1 each Veteran's Health Administration).
- 2) 1 or 2 Employment Security Department representative(s)
- 3) 4 accredited veteran Service Officers.
- 4) 1 mental health professional.
- 5) 1 "In-Charge" person.
- 6) 1 Employer Support of the Guard and Reserve representative.

## **FAMILY SUPPORT**

WDVA and the VAAC will develop a volunteer questionnaire to be used to identify community volunteers to assist the Washington National Guard Family Support Network.

The completed volunteer questionnaire will contain contact information for volunteers, hours of availability and types of assistance available. The questionnaire will be provided to the nearest Washington National Guard Family Support Center, and an appropriate volunteer can be contacted when requests for assistance are received.

### **▪ WDVA Point of Contact**

WDVA will provide a point of contact to the Washington National Guard Family Support Network. The point of contact can be reached at 1-800-562-2308 or (360)586-1670 / 1071. The point of contact will be available Monday through Friday from 8:00am to 5:00pm. The purpose of this contact will be to respond to inquiries for information on VA benefits and to provide assistance with all emergent situations the Family Support Coordinator deems necessary. During non-business hours and weekends, WDVA staff can be reached by pager at 1-888-341-7174.

### **▪ Family Education/Assistance**

During the time of deployment, WDVA and the Veteran Service Organizations will provide accredited service officers to attend command briefings and family meetings to provide information and assistance in filing VA compensation claims. Additionally, service officers will assist with information on VA health care and mental health services.

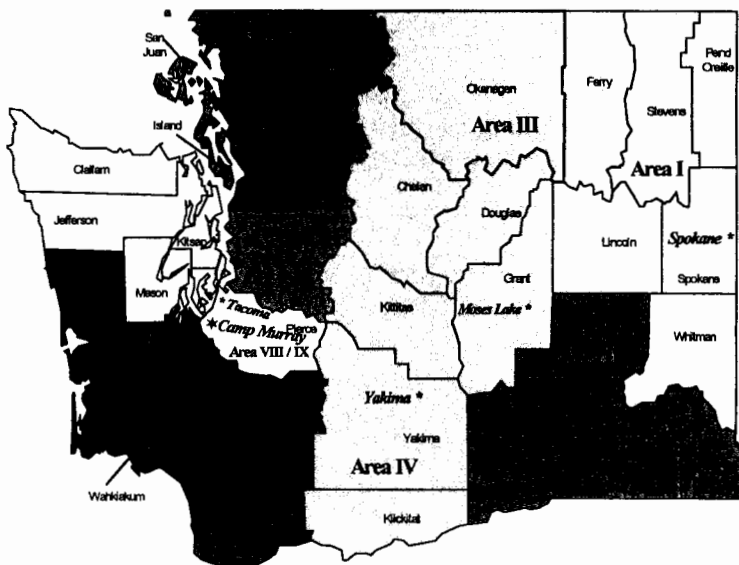


Figure #1

**Camp Murray**WA National Guard State Family Programs Office

Toll Free Number – 1-800-364-7492

Office Number – 1-253-512-7623

Air National Guard Family Support Contact

Family Readiness and Volunteer Coordinator  
Building 101, 41<sup>st</sup> Division Way  
Camp Murray, WA 98430  
1-800-268-3808 ext. 3397  
(253) 512-3397

**Kent**Veteran Service Organization

Veterans of Foreign Wars Post 6785  
25406 97<sup>th</sup> Place S  
Kent, WA 98031  
(No Phone)

Mike Gervais, Post Commander  
1814 S 330<sup>th</sup> St. Apt. B  
Federal Way, WA 98003  
(253) 661-1642

David Colbeth, Post Quartermaster  
21816 113<sup>th</sup> St. E  
Bonney Lake, WA 98390  
(206) 264-5217

WA National Guard Family Assistance Center

24410 Military Rd.

Kent, WA 98032-4110  
(253) 945-1869

**Seattle**Veteran Service Organization

American Legion  
Jim Broe (425) 747-4034

**Everett**WA National Guard Family Assistance Center

2730 Oakes Avenue  
Everett, WA 98201  
(425) 317-3527 Fax: (425) 317-3500

Veteran Service Organization

Veterans of Foreign Wars Post 2100  
2711 Oakes Ave  
Everett, WA 98201  
(425) 252-2100

James Boland, Post Commander  
16213 Ok Mill Rd  
Snohomish, WA 98290  
(425) 334-6262

Carl Forsberg, Post Quartermaster  
1919 Adams Ave  
Everett, WA 98203  
(425) 347-9381

**Olympia**WA National Guard Family Assistance Center

515 Eastside Street SE  
Olympia, WA 98501  
(360) 704-6712 Fax: (360) 704-6720

**Spokane – cont.**

Veterans of Foreign Wars Post 3383 Cont.

Tim House, Post Quartermaster  
W 19717 Deep Creek Rd.  
Medical Lake, WA 99022  
(509) 244-4715

**Tacoma**Veteran Service Organization

American Legion  
Robert Schwartz (253) 566-1124

## **Spokane**

### Air National Guard Family Assistance Center

Family Readiness and Volunteer Coordinator  
141 ARW Fairchild AFB  
Spokane, WA 99011  
(509) 247-7009  
E-mail: [Family.Readiness@wafair.ang.af.mil](mailto:Family.Readiness@wafair.ang.af.mil)

### WA National Guard Family Assistance Center

Geiger Field Armory  
8700 W. Electric Bldg 100  
Spokane, WA 99224  
(509) 458-5415  
(509) 458-5416 Fax: 509-458-5489

### Veteran Service Organization

American Legion  
John Custer (509) 328-2884  
Roy Taylor (509) 464-4157

Veterans of Foreign Wars Post 3383  
S 1307 Loffler St.  
Airway Heights, WA 99001  
(509) 244-5219

Craig Payne, Post Commander  
PO box 564  
Airway Heights, WA 99001  
(509) 247-2867

## **Vancouver**

### Veteran Service Organization

Veterans of Foreign Wars Post 7824  
11018 NE 18<sup>th</sup> St.  
Vancouver, WA 98684  
(360) 254-0155

Robert Garrett, Post Commander  
10501 NE 18<sup>th</sup> St.  
Vancouver, WA 98664  
(360) 892-3758

Nelson Copeland, Post Quartermaster  
PO Box 821877  
Vancouver, WA 98682  
(360) 904-5060

## **Yakima**

### WA National Guard Family Assistance Center

2501 Airport Lane  
Yakima, WA 98903  
(509) 469-4640

### Veteran Service Organization

American Legion Post 36  
Mike Montaney (509) 754-4889  
Leonard Walker (509) 453-2456

## **Federal**

### U.S. Department of Veterans Affairs Regional Office

206-220-6100 Fax 206-220-6143

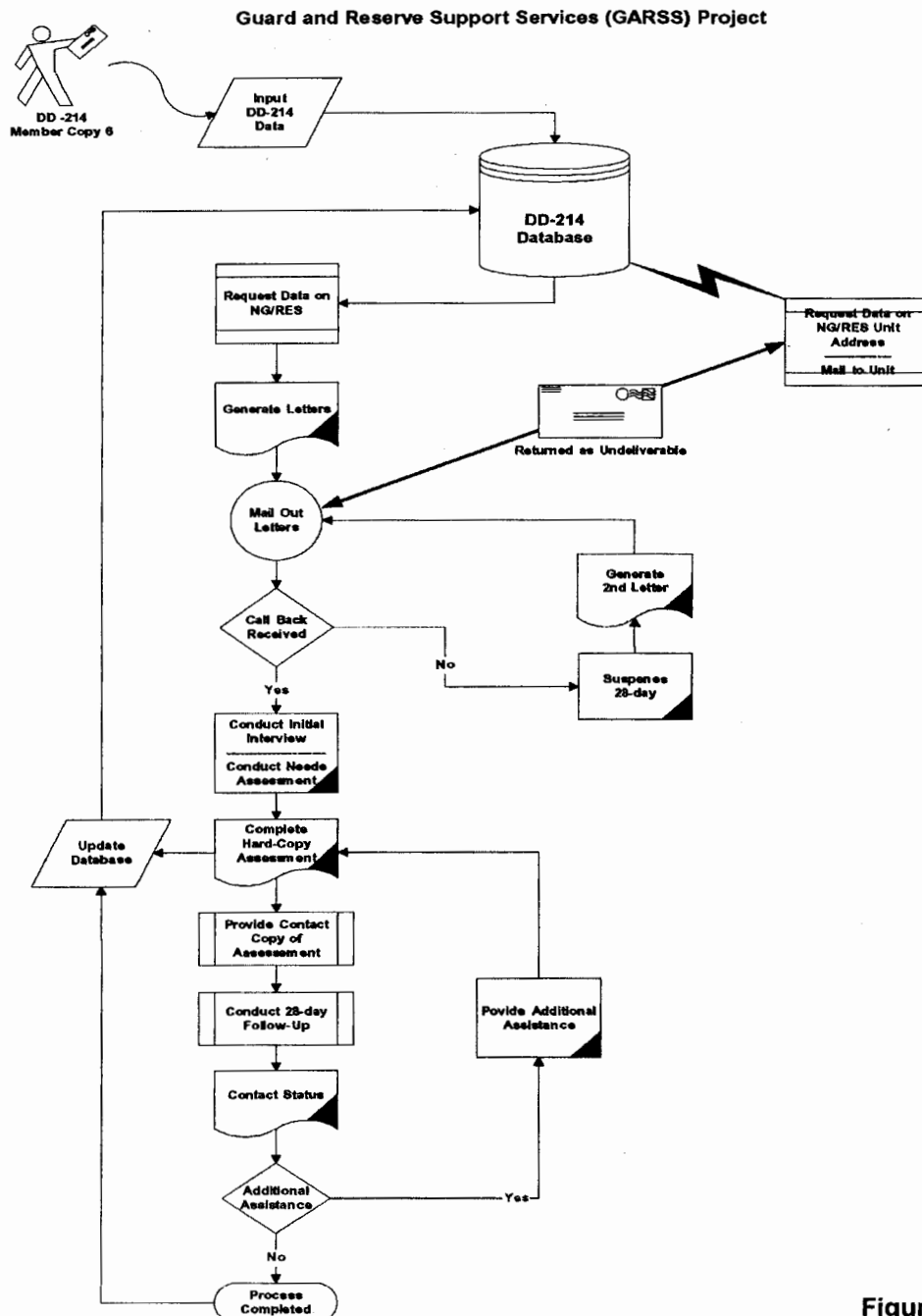
Gene Finney  
VBA OEF/OIF Coordinator  
(206) 220-6734 x2960  
Email: [adjgfinn@vba.va.gov](mailto:adjgfinn@vba.va.gov)

Linda Gillespie-Gateley, LICSW  
VHA OIF/OEF VA Liaison  
(253) 583-1165  
Email: [Linda.Gillespie-Gateley@med.va.gov](mailto:Linda.Gillespie-Gateley@med.va.gov)

Dawn Brumfield, MSW  
VHA OIF/OEF VA Liaison  
(253) 583-1165  
[Dawn.Brumfield@med.va.gov](mailto:Dawn.Brumfield@med.va.gov)

## ▪ Adopt an Armory

The statewide network of Veterans Service Organizations is prepared to enter into an agreement to assist the Family Support Network. This effort will be called the "Adopt an Armory Program" and is focused on providing family assistance. The intent is to assign a specific Veterans Service Organization sponsor to each Washington National Guard Armory and Family Support Center and provide community points of contact from the veterans service organizations. Assistance provided by the volunteer network will be agreed to and coordinated at the local level. WDVA will assist in identifying a local Veterans Service Organization for each Washington National Guard Armory and Family Support Center. (See Figure #2 – below)



**Figure #2**

## **VA BENEFITS AND ENTITLEMENTS**

### **▪ Data Sharing**

WDVA and the Washington National Guard will enter into a limited data sharing agreement to ensure all Washington National Guard veterans receive a letter from the Governor, The Adjutant General, and the Director of Washington State Department of Veterans Affairs thanking them for their service and encouraging them to seek their various veteran benefits and entitlements. The agreement will be made possible through the Certificate of Release or Discharge from Active Duty (DD Form –214) that WDVA receives on all service members upon separation from active duty and return to Washington State. WDVA will construct and maintain the database and the Washington National Guard will assist in verifying the accuracy of the data. It is anticipated that several follow up letters will be sent to each returnee to ensure every opportunity is provided to access VA health care, claims assistance, employment services, and mental health services.

### **▪ Claims Assistance**

WDVA, the Veterans Benefits Administration and the VAAC will work to provide accredited service at the time and location determined by the Washington National Guard. The accredited service officer in cooperation with the Operation Enduring Freedom, Operation Iraqi Freedom Coordinator from the VA Regional Office will be responsible for providing information on all VA benefits and entitlements and will assist with filing for benefits. This Coordinator will provide benefit information and take claims from all service members.

### **▪ Communication Plan**

WDVA and the Veterans Benefits Administration will work with the Washington National Guard to ensure the Washington National Guard and the Family Support Network is fully aware of the assistance and services outlined in this MOU.

## **EMPLOYMENT SECURITY DEPARTMENT, WORKSOURCE OPERATION DIVISION**

The Washington State Employment Security Department will provide a statewide point of contact to the partners in this MOU. Vicki Bishop, Statewide Veteran Services Coordinator (360-438-4068) is available Monday through Friday from 8:00 am to 5:00 pm to provide statewide coordination of employment outreach participation and services of Employment Security Department Veteran and WorkSource staff with the Washington National Guard. Veteran Employment Security Department Staff will consist primarily of Local Veterans' Employment Representatives (LVERs) and Disabled Veterans' Outreach Program (DVOP) staff. Once initial coordination is completed between the Washington National Guard and the Statewide Veteran Services Coordinator, the Local Area WorkSource Administrators and LVER staff will be notified and will coordinate contact with the local armory within their area of responsibility and finalize arrangements for dates and times to provide outreach services in the individual armories and/or at the local WorkSource Center.

WorkSource staff and partners will provide employment services to all veterans and spouses in all WorkSource Centers in Washington. LVER and DVOP specialists are available to serve the more intensive needs.

1. As appropriate, LVER and DVOP staff will provide and facilitate a full range of employment and training services to meet the needs of all veterans, especially newly separated and transitioning military personnel. These services will be provided either on site or referred to WorkSource Centers as necessary.

Veteran services may include a combination of self-service, facilitated self-service, group services, one-on-one services, and/or referral to supportive services. Special needs veterans and recently separated veterans with military occupational specialties that are not readily transferable to the civilian workforce will be case managed by DVOPs. This includes veterans with major barriers to employment and who are in need of more intensive services.

Examples of employment and training services may include, but are not limited to the following activities:

- a) Conduct Job Hunter Workshops and/or job clubs;
  - b) Provide job development and referrals;
  - c) Provide vocational guidance;
  - d) Provide labor market information; and/or,
  - e) Provide referrals to training and supportive services.
2. DVOP staff will develop outreach programs in cooperation with the VA Regional Office Operation Enduring Freedom/Operation Iraqi Freedom Coordinator, VA Vocational Rehabilitation & Employment, educational institutions, and with employers to ensure maximum assistance is provided to disabled veterans who have completed or are participating in a vocational rehabilitation program.
  3. The Washington State Employment Security Department will also provide information and facilitate access for returning veterans to file their Unemployment Insurance Claims.

Local Washington National Guard armory contacts will coordinate with Employment Security Department veteran staff for workshops or group briefing on employment services, and provide desk space and meeting rooms for the Employment Security Department staff.

## **US DEPARTMENT OF LABOR VETS**

Uniformed Service Employment Reemployment Rights Act of 1994 (USERRA) is a federal statute that provides job protections and employment rights to military service member employees who serve on military duty.

Veterans Employment and Training Service (VETS) staff provide technical assistance to veterans, National Guard members, and reservists who experience problems between their military commitments and civilian jobs. VETS staff also assist employers by providing information about the USERRA statute, explaining employer and employee responsibilities, as well as military leave policies.

When there is an alleged violation of the USERRA statute, a complaint may be filed with VETS. An investigation is conducted and mediation is attempted to formally resolve the issues.



## **MENTAL HEALTH SERVICES**

There are three sources of mental health care available to veterans returning from deployment in Operation Enduring Freedom, Operation Iraqi Freedom, and other mobilizations in support of the Global War on Terrorism. Each service entity below offers overlapping, yet unique services for the deployment needs of Washington National Guard veterans, and family members.

A network of five VA Medical Centers, five VA Readjustment Counseling Service Vet Centers, and twenty-nine Washington State Post Traumatic Stress Disorder (PTSD) Outpatient Program contractor sites, collectively offer a unique array of readjustment counseling and mental health services. Veterans suffering from post-deployment stress problems, such as PTSD, depression, or substance use, are likely qualified for services in all three settings. Network participants are skilled at considering the needs of each individual seeking assistance, and making referrals as needed. Therefore, entry at any point in this service network should lead to the best treatment option possible for a given veteran. Services for family members may be more limited to specific programs.

### **▪ VA Medical Centers**

1. Outpatient mental health services, including specialized services for women veterans.
2. Specialized inpatient hospitalization for stress disorders related to traumatic combat stress exposure.
3. Acute inpatient hospitalization for general mental health conditions related to overseas deployment.
4. Specialized inpatient hospitalization for stress disorders related to traumatic combat stress exposure.
5. Residential treatment and psychosocial rehabilitation services.
6. Specialized post-deployment clinic services providing mental health screening and treatment integrated within a primary care medical setting.
7. There are five VA Medical Centers within Washington State, which rely upon one another to serve the health care needs of returning veterans.

### **Contact:**

#### **American Lake Division**

- Margit Simonds, Mental Health Triage Coordinator (253) 582-8440 ext. 76299
- Psychiatric Emergency Services, 24-hour access and triage (253) 583-1680

#### **Seattle Division**

- Psychiatric Emergency Services, 24-hour access and triage (206) 764-2600)

#### **Spokane**

- Marvin Boyd (509) 434-7506

#### **Portland**

- Wayne Schmidt (503) 220-8262 ext. 55069

#### **Walla Walla**

- Miles Jinkens, VAMC Walla Walla (509) 525-5200 ext. 2-2780

▪ **VA Readjustment Counseling Service - Vet Centers**

1. Readjustment counseling to any service member who served on active duty.
2. Counseling related to combat and sexual trauma, including assessment, individual and group therapy.
3. Treatment may include the veteran and his/her family members.
4. Bereavement services are available to certain family members such as mothers, fathers, siblings, and grandparents.
5. Referral to VA Medical Center and VA Regional Office for specialized treatment and benefits assistance.
6. Post-deployment briefings offered secondary to deployment.
7. Emergent need and referral services.

Contact:

- Bellingham (360) 733-9226
- Seattle (206) 553-2706
- Spokane (509) 444-8387
- Tacoma (253) 565-7038
- Yakima (509) 457-2736

▪ **WDVA Outpatient PTSD Program**

1. A full range of community-based outpatient counseling and mental health services, crisis intervention, deployment, post-deployment, readjustment, and bereavement counseling for veterans and family members offered at 29 sites within the State of Washington.
2. Family counseling related to deployment concerns or issues related to war trauma.
3. Specialized services for men and women veteran survivors of military sexual trauma.
4. Mental health treatment case consultation provided to professionals offering care to veterans and/or family members.
5. Community based crisis care and service consultation to Family Support Network, American Red Cross and others providing services to veterans and families affected by mobilization.
6. Unique measures will be exercised that ensure confidentiality of client treatment services. Veteran benefits referrals and mental health assessment support.

Contact:

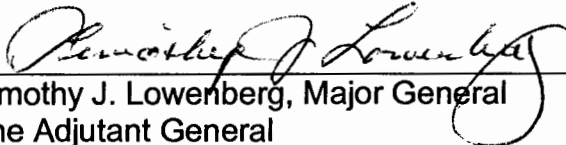
- Requests for service, or for referral assistance may be made by contacting Tom Schumacher, WDVA PTSD Outpatient Program Director at 360-586-1076 or 1-800-562-2308. A complete list of statewide providers is available at [www.dva.wa.gov](http://www.dva.wa.gov) - then click on "PTSD" found in the banner of the Webpage.

## **MOU COMMITTEE**

The following people were instrumental in the construction of this MOU:

LTC Diane Williams	State Family Program Officer
Bill Schrier	Governor's Veterans Affairs Advisory Committee American Legion Representative
George Edmundson	Governor's Veterans Affairs Advisory Committee Vietnam Veterans of America Representative
Thomas Schumacher	PTSD Program Director Washington State Department of Veterans Affairs
Rob Ramsey	Team Leader, Tacoma Vet Center
Dennis Primoli	Governor's Veterans Affairs Advisory Committee Veterans Legislative Coalition
Michele Klevens	Deployment Health Clinic, Puget Sound Health Care
John Tuohy, COL	Joint Chief of Staff
John Lee	Deputy Director, Washington State Department of Veterans Affairs
Mary Jo Cahill	Governor's Veterans Affairs Advisory Committee American Red Cross Representative
Frank Hensley	Governor's Veterans Affairs Advisory Committee Military Officers Association of America Representative
Mary Forbes, LTC	J1 & HRO
Cyndee Baugh	Washington State Department of Veterans Affairs
Linda Gillespie-Gately	Veteran Health Administration
Gene Finney	OIF/OEF Liaison, VA Regional Office, Veteran Benefits Administration
Miles Mcfall, Ph.D	PTSD Program Director, VA Puget Sound Health Care System
Angela Rivera	Air National Guard Family Readiness Coordinator
Vicki Bishop	Statewide Veteran Services Coordinator, Employment Security Department
Marie Brillante, Director	Employment Services, Employment Security Department
Dawn Brumfield	Veterans Health Administration
Bill Graham	Washington National Guard, Military Funeral Honors Coordinator
Franklin Pierce	Assistant Director, VA Regional Office, US Department of Veteran's Affairs
Walt Langer	National Service Officer, Veterans of Foreign Wars
Jim Arrington	U.S. Department of Labor
Robert Barnes, MD	Associate Director Mental Health

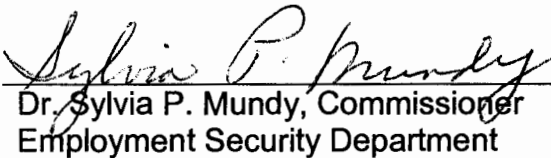
The undersigned agree to make every effort to provide professional and seamless service delivery to returning Washington National Guard members and/or their family members. Efforts are underway to enhance the current funding levels in order to make as many treatment resources available as will be needed. The expressed goal of these services is to minimize the impact of war upon the Washington National Guard member and family members, and to encourage the member's use of all services and benefits which may assist to create the best post-deployment adjustment possible.



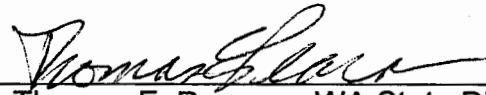
Timothy J. Lowenberg, Major General  
The Adjutant General  
Director, Military Department



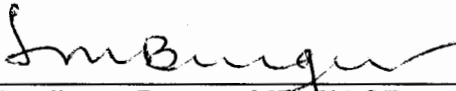
John M. King, Director  
Washington Department of Veterans Affairs



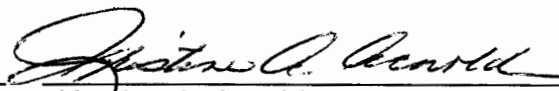
Dr. Sylvia P. Mundy, Commissioner  
Employment Security Department



Thomas E. Pearson, WA State Director  
Veterans' Employment and Training Service  
U.S. Department of Labor



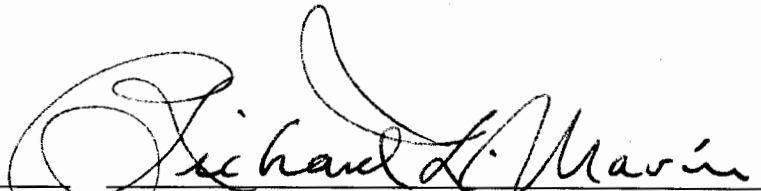
Leslie M. Burger, MD, FACP  
Network Director, VISN 20  
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Governor's Veterans Affairs Advisory  
Committee